

In the subject Office Action, the Examiner rejected claim 1 under 35 U.S.C. § 103(a) as being unpatentable over Lalonde et al. (U.S. Patent No. 5,283,731) in view of Norstedt (U.S. Patent No. 4,586,134). The Examiner rejected claims 2-4 under 35 U.S.C. § 103(a) as being unpatentable over Lalonde et al. in view of Norstedt in further view of Perrone (U.S. Patent No. 6,157,705). The Examiner rejected claim 5 under 35 U.S.C. § 103(a) as being unpatentable over Csaszar et al. (U.S. Patent No. 5,970,124) in view of Norstedt.

The rejections are traversed for the reasons set forth below.

As an initial response to each of the rejections, Applicants note that the Examiner has relied upon Norstedt in each rejection for disclosing a port sharing data interface processing (DIP) program in operation with an Interactive Voice Response (IVR). However, Norstedt is directed to connecting a plurality of data terminals to an application on a host processor without having to establish a new data session between the additional data terminals and the host processor. Norstedt fails to disclose or suggest applications to telephonic switching and to ports of an IVR, in particular.

More generally, the Examiner has failed to point out a suggestion or motivation to combine the references to arrive at the claimed invention. Without a motivation to combine, a rejection based on a prima facie case of obvious is improper. (MPEP § 2143.01) In particular, none of the cited references recognize the problem associated with handling peak call volumes with a limited number of IVR port resources.

CONCLUSION

In light of the amendments and remarks made herein, it is respectfully submitted that the claims currently pending in the present application are now in form for allowance. Accordingly, reconsideration of those claims, as amended herein, is earnestly solicited. Applicants encourage the Examiner to contact their representative David Franklin at 513-651-6856 to answer any questions or concerns.

The Assistant Commissioner for Patents is hereby authorized to charge any deficiency or credit any overpayment of fees to Frost Brown Todd LLC Account No. 06-2226.

Respectfully submitted,

M. Hassan Pirasteh, et al.

By David E. Franklin
David E. Franklin
Registration No. 39,194
Attorney for Applicant(s)

FROST BROWN TODD LLC
2200 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
(513) 651-6856

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to Box Fee Amendment, The Assistant Commissioner for Patents, Washington, D.C., 20231, this 10 day of May, 2002

Appendix A

Marked Version Showing Changes Made

1. A system for call processing, comprising:
 - a telephone call receiving switch;
 - an IVR adapted to perform an audio script, said IVR in electronic communication with said switch;
 - a server computer in electronic communication with said IVR;
 - a network structure in electronic communication with said IVR and said server; and
 - a port sharing data interface processing (DIP) program in operation with said IVR, said program adapted to enable said script to be performed on multiple ports of said IVR.
2. The system of claim 1, wherein the DIP dynamically allocates scripts to ports.
3. The system of claim 1, wherein the system manages port state before, during, and after a call.
4. The system of claim 1, wherein comprises a single list of DNIS numbers resides at said IVR.
5. (Amended) A system comprising:
 - a plurality of telephone call receiving switches;
 - a plurality of multiple port IVR's adapted to play a plurality of scripts, in electronic communication with said switches;
 - at least one server computer in electronic communication with said IVR's;
 - a network structure facilitating electronic communication between said IVR's and said switches and said at least one server; and
 - a port sharing data interface processing program in operation with IVR's, whereby each port of each IVR is monitored to determine its availability to receive a call and play at least one of said scripts to a caller.

6. (New) A method of handling a plurality of telephone call received at a private branch switch (PBX) to efficiently use a plurality of ports of an interactive voice response (IVR) to provide a selected one of a plurality of application, the method comprising:

in response to receiving a call at the PBX, passing call destination information to the IVR;

identifying an application associated with the call destination information;

assigning the call to a selected one of the plurality of ports of the IVR; and

in response to thereto, executing the application at the selected port.

7. (New) The method of claim 6, wherein passing call destination information to the IVR further comprises:

detecting Dialed Number Identification Service (DNIS) and Automatic Number Identification (ANI) associated with the call;

passing the DNIS and ANI out of band to the IVR; and

answering the call at the PBX.

8. (New) The method of claim 6, wherein identifying the application associated with the call destination number further comprises:

associating each of a plurality of call destinations to a one of a plurality of applications;

storing the associations; and

in response to receiving the call destination information, looking up the call destination in the stored association.

9. (New) The method of claim 8, wherein passing call destination information to the IVR further comprises:

detecting Dialed Number Identification Service (DNIS) and Automatic Number Identification (ANI) associated with the call;

passing the DNIS and ANI out of band to the IVR; and

answering the call at the PBX.

10. (New) A system for call processing, comprising:

- a telephone call receiving switch configured to detect call destination information of an incoming call and to assign the incoming call to a selected one of a plurality of channels;
- a table containing a plurality of call destination records associated with a plurality of applications;
- a server apparatus in data communication with said switch and responsive to the call destination information to identify an associated application with reference to the table and to a call identifier to the incoming call;
- an IVR that includes a port in telephony communication with the selected channel and in data communication with the server, the IVR including a port sharing data interface processing program responsive to the incoming call reaching said port to access said associated program to perform on the selected port.

11. (New) The system of claim 10, wherein the telephone call receiving switch is further configured to detect call origination information of the incoming call, wherein the application comprising an audio script, the system further comprising:

- a scripter configured to prepare a script responsive to said call origination information.